



MADWALL

**Employee Handbook**

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## **Introduction**

Welcome!

Thank you for signing up for MadWall Inc. (“MadWall”) the mobile application (“App”) that allows you (“Employee”) the comfort to work for who you want, when you want and for the rate that is best suitable to your needs. The MadWall app posts work (“Assignments”) from companies (“Clients”) who are looking for temporary staff to fill their business needs. MadWall is committed to the safety of all employees. It is our desire to work as a team and to achieve our goals in a safe and productive work environment.

## **Purpose**

This handbook has been prepared to inform new employees of the policies and procedures of MadWall and to establish MadWall’s expectations. It is not all-inclusive or intended to provide strict interpretations of MadWall’s policies; rather, it offers an overview of the work environment. This handbook is not a contract, expressed or implied, guarantying employment for a length of time.

MadWall, in its sole discretion, reserves the right to revise, suspend, terminate or change any of its policies, in whole or in part, described in this handbook. If any discrepancy arises between this handbook and current MadWall policy, conform to current MadWall policies. MadWall may update this handbook and any policies. As such, MadWall cannot guarantee that notice of revisions will be provided.

## **Employment Equity**

MadWall is an equal opportunity employer and employs personnel without regard to race, ancestry, place of origin, colour, ethnic origin, language, creed, religion, gender, sexual orientation, age, marital status, physical or mental handicap, or financial ability. MadWall makes every effort to hire a diverse workforce representative of the community without discrimination. MadWall takes pride in recognizing the worth and dignity of all potential and current employees and as such the company does everything in its power to ensure that workplaces are free of discrimination and harassment.



## **Employee Responsibilities**

When applying to assignments posted on the app, it is the responsibility of the employee to apply to assignments ethically. Therefore, the employee must be available to work the assignment for all the days which are stated in the posting, commit to the posting's work hours from start to finish, and perform the work outlined in the assignment description and requirements. If an employee feels prior to the start of the assignment that they are unable to complete any of the three conditions, then the employee should withdraw from the assignment immediately.

It is also the responsibility of the employee to ensure that all their documentation is accurate and valid, including but not limited to: identification, diplomas, certifications, resumes, etc. Documentation that is neither accurate nor valid should be corrected by the employee for whom it is their responsibility to provide current and accurate versions of the documentation.

MadWall also defines accurate documentation as providing an up-to-date picture upload to the MadWall app under the employee's profile section. The picture upload should not be off any image, other than that of the employee's most up-to-date picture of their face. The picture upload should be of correct size so that the image is not distorted, and so that it cuts off just below the shoulders, as well as just above the top of the head.

## **Starting an Assignment**

Upon being accepted to an assignment, employees should monitor the app and their MadWall assignment schedule to ensure that they are still scheduled for the assignment as Client's may cancel an assignment if they no longer require services. If scheduled for an assignment, employees should arrive at least fifteen (15) minutes early on the first day so that they can report to the hiring manager, human resources staff, or supervisor. Before the beginning of every shift, it is important that employees have their transportation plan prepared to arrive on time. If an Employee is unable to make it to an assignment on time, they should inform the hiring manager, human resources staff, or supervisor. If an employee is unable to make it to the Assignment due to any reason (sickness, emergencies, etc.) it is the employee's responsibility to inform the hiring manager, human resources staff, or supervisor as well as withdrawing from the assignment on the app, immediately. Communication through the app should be promptly sent to MadWall explaining the reason for not being able to complete the assignment's stated hours.

If the assignment description has stated, make sure to bring all personal protection equipment and necessary certifications and/or documentation. Also, employees should dress appropriately for the assignment and follow any dress codes stated in the assignment description or by the hiring manager, human resources staff, or supervisor. Employees should remember that almost all assignments involve working with others, and as such, personal



hygiene and cleanliness is required. It is the responsibility of the employee to read and fully understand the assignment description prior to beginning the assignment while understanding that the hiring manager, human resources staff, or supervisor may provide further instructions before the assignment begins or while the assignment is in progress. If the employee is concerned, they are encouraged to contact the client directly. If the client is unable to resolve the conflict, please contact MadWall through the app and await further instruction.

### **Working an Assignment**

While working an assignment, safety is the number one priority of any employee. Employees should ensure that their workstation is safe so that no harm is caused to themselves or their associates. Employees should also be making sure that work areas are clean and acceptable to company standards at the end of each shift. It is the responsibility of the employee to report any items which are deemed to be unsafe. Employees should also know their rights and responsibilities related to work and understand that it is their right to refuse work which they believe to be unsafe.

It is the responsibility of the employee to make sure they understand the tasks given to them by the hiring manager, human resources staff, or supervisor. The employee must fully understand what is required of them before they begin performing any work. The employee must also abide by the law and also to all the rules and policies of the organization at which they are working their assignment.

It is important that employees display a positive attitude when working assignments. This is important not only because the employee represents MadWall but also because the client whom the employee is working for may be more inclined to hire employees who have positive attitudes and who can follow directions.

### **Completing an Assignment**

Upon completing an assignment, employees should report any discrepancies between the hours they worked and the hours they were scheduled to work. These discrepancies should be reported to both the client they work for and MadWall staff. Employees should be sure to complete any documentation that is required by the client unless otherwise notified. This also applies to following up with the human resources staff or hiring manager to go through any discharge policies and/or requirements.

The final thing to do upon completing an assignment is to wait for your paycheque and notify MadWall staff if there is any discrepancy between the money you received and the money you have been entitled to receive. While waiting for your pay cheque to arrive, feel free to sign up to work another assignment.



## **Schedule**

The Schedule tab on the app is designed to help employees manage their time and not be late to assignments. Once an assignment has been assigned, the Schedule will be automatically updated. Nonetheless, if a client decides to cancel the assignment, it will be removed from the Schedule – increasing the importance of following up with the schedule. An employee should regularly, and before leaving for the assignment, check the Schedule. MadWall cannot guarantee compensation to those who arrive at a workplace without first verifying the assignment via their Schedule.

## **MadWall Rules and Regulations**

### **Work Standards**

The employee will be compensated for overtime pay at the rate of time and one-half (1.5) the regular non-overtime rate of pay. Overtime pay is applied if the employee works over forty-four (44) hours in a week on one assignment. If the client pays overtime after forty (40) hours of work in a week, the employee will be compensated as such.

### **Assignment Scheduling**

Employees are only permitted to work one assignment per day. As such, when booking assignments, even if the different assignment hours during the day fit within an employee's schedule, they will be limited to only working one assignment per day.

Employees may work an assignment which offers any number of hours in a week but are limited to working a maximum of forty-four (44) hours per week when working two (2) or more assignments in a week. This means that within one week, employees cannot sign up for any number of assignments if the summation of those assignments' hours in a week is over forty-four (44) hours.

For example, if one assignment provides thirty (30) hours in a week, and another assignment provides twenty-five (25) hours in a week, the employee must select between the two assignments. If the assignment seeker has already signed up for one of the assignments, the employee will be restricted from signing up to the other assignment.

### **Assignment Criteria**

Upon registering to MadWall, potential employees will be interviewed by MadWall staff. This interview, as well as any other information presented by the potential employee, will be used to place the employee into an industry, category, and sub-category. Although an employee belonging to any sub-category may apply to any assignment on the MadWall app, they may only be accepted to assignments which match their sub-category. If an employee



feels that they can work in another subcategory than the one they were initially placed in, they should contact MadWall staff for a reevaluation.

## **Assignment Processes**

When applying to an assignment, the hiring company may have selected either automatic hiring, manual hiring or the company may choose to rehire employees who had previously worked for them. If automatic hiring is selected, then the assignment vacancy is filled on a first-come basis. If manual hiring is selected, then the company will be able to view the resumes of the employees who applied and select the candidates to fill the position. Lastly, if rehire employee is selected, then the company will be able to send out requests to employees who had previously worked for the company.

Employees applying to assignments should be familiar with MadWall's scheduling rules, seen above, and thus should apply to assignments carefully. If a company requests certain employees, the employee will receive a notification in their in-app inbox. The request is only valid for a selected amount of time, so it is important that employees frequently check their in-app inbox and respond promptly to such notifications.

If an employee is unable to make it to an assignment that they have been accepted to, they may withdraw from that assignment. There is no penalty for withdrawing from such assignments if the employee withdraws at least forty-eight (48) hours prior to the assignment's start time. Penalties for withdrawing from an assignment within forty-eight (48) hours prior to the assignment's start time may result in a decrease in the employee's rating. Refer to Rating System below for further details on assignment withdrawal penalties.

## **Rating System**

MadWall has the responsibility to fairly rate each employee based on performance, attendance, and client review. Each employee is evaluated individually through MadWall's electronic interface. MadWall reserves the right to modify each employee's score at the firm's discretion. Each new hire is given a five (5.0) rating score at the start of their employment at the firm.

Some metrics of the Rating Rules (as seen below) have a maximum allowable point allocation within a given month. The maximum allowable point allocation resets at the beginning of each month. MadWall conducts employee rating assessments at the end of each month. Employees are eligible to earn a two percent (2%) increase in their month's gross pay if they end the rating assessment with a five (5.0) star rating. MadWall reserves the right to be held under no obligation to pay these bonuses. MadWall reserves the right to revoke the bonus based on rating score, single or multiple sources of review, single or multiple metrics, and based on the compliance with all MadWall's terms & conditions.



MadWall reserves the right to terminate an employee based on the rating score or any single metric and source of review. The firm also reserves the right to terminate an employee for noncompliance with the Terms and Conditions set out by MadWall.

Each employee is to retain a minimal score of four (4.0), called the Datum Score. If an employee is under the datum score, the ability to put out an application for any assignment is restricted. An employee that is under the datum score does not result in termination unless there is noncompliance with the Terms and Conditions. The employee is responsible for providing all documentation to the firm to support their claim. The outcome of the reassessment will either be an increase to the rating score or no change. MadWall reserves the right to the final decisions in regards to the reassessment.

The reassessment will comprise of a three-day (3) suspension and the viewing of a mandatory video. An employee may file for reassessment up to three (3) times, after which they may no longer file for reassessment – thus suspending their MadWall account permanently. This may result in employee termination.

An employee who has dropped below the datum score will still be obligated to finish any assignments that are within the next forty-eight (48) hours. All other assignments will be placed back into the assignment pool.

### Rating Rules

<b>Metric</b>	<b>Description</b>	<b>Value **</b>	<b>Max Allowable Per Month **</b>
<b>Finishing Jobs</b>	Successfully completing 5 Jobs	+0.2	+0.4
<b>Employer Rating</b>	5 Star Rating	+ 0.1	+ 0.2
	4 Star Rating	+ 0.05	+ 0.1
	3 Star Rating	± 0	-
	2 Star Rating	- 0.05	No Limit
	1 Star Rating	- 0.1	No Limit
<b>Monthly Earnings</b>	$\$0 \leq \text{Gross Monthly Earnings} \leq \$1499$	± 0	± 0
	$\$1500 \leq \text{Gross Monthly Earning} \leq \$1999$	+ 0.2	+ 0.2
	$\$2000 \leq \text{Gross Monthly Earning}$	+ 0.4	+ 0.4
<b>5 Star Score</b>	2% Bonus on Monthly Gross Earnings	-	-
<b>No Show</b>	Employee did not show up for approved assignment	-1.0	No Limit
<b>Late to Job</b>	Employee did not meet the requirements of the job assignment start time	-0.2	No Limit
<b>Left Job Early</b>	Employee did not stay for the duration of the job assignment	-0.2	No Limit





<b>Withdrawing from an approved Job</b>	Withdrawing from an approved assignment:	-	-
	Before 48 hours from the start time	± 0	± 0
	48 hours ≤ Start Time ≤ 25 hours	- 0.2	No Limit
	24 hours ≤ Start Time ≤ 12 hours	- 0.4	No Limit
	12 hours ≤ Start Time	- 1.0	No Limit

\*\* MadWall Inc. Reserves the right to modify without notice

## Payment Process

MadWall pays employees on a weekly basis, on the Thursday of every week. The pay period encompasses Sunday to Saturday, with a paystub being issued electronically via email. Employee pay is directly deposited into their accounts of choice after providing MadWall with the necessary information. Please address any payment discrepancies to MadWall within a timely manner.

## Referral System

Employees are the backbone and success of MadWall and we want to reward our employees as such. MadWall employees can share links to assignments with family or friends via the MadWall app's share function. MadWall employees who refer their family or friends can earn up to twenty dollars (\$20) per referred employee if the referred employee has at least eight (8) working hours through MadWall.

## Workplace Harassment

MadWall wants to provide a harassment-free environment for every employee. Mutual respect, along with cooperation and understanding, must be the basis of the interaction between members and staff. MadWall will neither tolerate nor condone behaviour that is likely to undermine the dignity or self-esteem of an individual or create an intimidating, hostile or offensive environment.

Harassment may be present in various ways including, but not limited to, any unwelcome action by any person, whether verbal or physical, on a single or repeated basis, which humiliates, insults, or degrades. "Unwelcome" for the purposes of this policy, refers to any action which the harasser knows or ought to reasonably know is not desired by the victim of the harassment.

Specifically, racial harassment is defined as any unwelcome comments, racist statements, slurs, jokes, graffiti, literature, pictures, and posters which may intentionally or unintentionally offend another person.

Sexual harassment is any unwanted attention of a sexual nature such as remarks about appearance or personal life, offensive written or visual actions like graffiti or degrading pictures, physical contact of any kind, or sexual demands.

MadWall strongly urges employees to notify the firm in the case of any form of harassment. MadWall ensures to investigate concerns using its workplace violence and harassment program as a reference for remediate actions.

## **Workplace Violence**

Workplace violence can be defined as a threat or an act of aggression resulting in physical or psychological damage, pain or injury to an employee, which arises during work. Abuse can be verbal, psychological or sexual in nature. Verbal abuse is the use of unwelcome, embarrassing, offensive, threatening or degrading comments. Psychological abuse is an act which provokes fear or diminishes a person's dignity or self-esteem. Furthermore, sexual abuse is any unwelcome verbal or physical advance or sexually explicit statement.

MadWall has a zero-tolerance limit with regards to harassment and violence. Employees engaging in either harassment or violent activities will be subject to discipline, which may include termination of employment and possible criminal charges.

MadWall strongly urges employees to notify the firm in the case of any workplace violence. MadWall ensures to investigate concerns using its workplace violence and harassment program as a reference for remediate actions.

## **Dispute Resolution**

Regrettably, conflict can occur in any working environment. To resolve conflict in an expedient, yet fair manner, MadWall recommends the following process for conflict or dispute resolution.

- Calmly voice your concerns to the person with whom you are having the dispute. A lack of understanding and communication is often the cause of conflicts and disputes. At times, it is easily remedied when the two parties agree to speak with each other.
- If speaking to the individual does not work, bring the issue to the attention of your supervisor or human resource staff member. Either party should take it upon themselves to arrange a meeting between those involved in the dispute, so that a resolution may be provided.